REGIONAL OFFICE REMINDER:

DURING THE ON-SITE REVIEW:

Ask the staff members responsible for reconciliation how they complete the reconciliation process and what documents are used and/or produced.

ISSUANCE and RECONCILIATION	

Does the system provide for any/all of the following
    ATP
    Direct Coupon Mailout
    EBT cards
    Supplemental issuances	

Does the system automatically issue EBT cards?	
Does the system meet timeframes for expedited issuance? What are the timeframes and the source?	
Does the system meet timeframes for initial issuance (28 days after app filed)?	
Does the system meet the timeframes for recertification (normal cycle)?	
Does the system allow for the replacement of lost/stolen EBT cards (within 48 hours of reported loss)? Is there a fee charged for replacement?	
Does the system provide for all households to receive their regular EBT account update at the same time each month?	
Are the EBT account updates issued on a staggered basis? What are the timeframes? How is the cycle identified?	
Does the system issue ID cards?	
Does the system generate Basis of Issuance Tables using the formulas provided by FNS?	
Can the system issue restored benefits to currently ineligible households?	

ISSUANCE and RECONCILIATION	

Does the Household Issuance Record show:
    Name
    Address
    Certification Period
    Amount of Allotment
    Case Type (PA or NPA)
    Authorized representative's name and address
    Racial/ethnic data
    Household size
    EBT PAN
    EBT Transactions	

Does the system identify an EBT issuance as any of the following:
    Regular issuance
    Initial issuance
    Supplemental issuance
    Replacement issuance
    Retroactive issuance
    Expedited issuance
    Restored benefits	

Are management exception reports issued for the above?	
Are records maintained in a manner to facilitate monthly reports? Is monthly reconciled report available?	
Does the system differentiate between the month of eligibility and month of redemption in cases of restored and retroactive benefits?	
Can the system consolidate total issuance to household for month for QC?	